

DOCUMENT	POSITION DESCRIPTION
AREA	People & Culture



Position title:	Aboriginal Carer Connector and Coach (Identified Role)
Classification:	Social, Community, Home Care & Disability Services (SCHADS) Award Level 4
Location:	Seaton
Line Manager:	Team Leader Coaching and Carer Connection
Program / Team:	Coaching and Carer Connection (Carer Services)

Position Overview

About Carers SA

Carers SA helps people who care for a family member or friend who is ill, living with disability, frail, or has mental health challenges.

We support Carers to stay strong, healthy, and connected.

This job is about helping Aboriginal Carers feel supported, heard, and connected — so they can keep caring for others while staying strong themselves.

About the Job

As an Aboriginal Carer Connector and Coach, you will:

- Talk with Aboriginal Carers to understand their story and what support they need
- Help them set goals and find the right services
- Work with local Aboriginal communities to raise awareness about who Carers are and the support they can get from Carers SA
- Be a bridge between Carers SA and Aboriginal people in your community

You'll work mainly across the Adelaide metro area and sometimes travel to other areas for events or meetings.

What You'll Do

Support and Coaching

- Meet Carers in ways that suit them — face-to-face, by phone, or at community places
- Help Carers find their strengths and build confidence
- Listen deeply and give support that respects culture and family
- Keep notes and records to help carers reach their goals

Community Connection

- Use your knowledge of Aboriginal communities to connect Carers with the right supports
- Attend community events and gatherings to share information about Carers SA
- Work with other Aboriginal staff at Carers SA and community partners



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Group Support

- Help run yarnning groups or peer sessions where Carers can connect and share stories
- Make sure these spaces feel safe, welcoming, and respectful of culture

Flexibility in Caseload

- Where there is insufficient demand for Aboriginal Carer support within your allocated caseload, you may be asked to provide coaching, group facilitation and Reviews for non-Aboriginal Carers
- This work will still be undertaken in a culturally respectful and inclusive manner, aligned with Carers SA policies and service standards

The Aboriginal Carer Connector and Coach will work alongside other members of the Carers SA Aboriginal Community Team to strengthen connections with Aboriginal communities and families. This role will play a vital part in supporting the goals and actions of Carers SA's Reconciliation Action Plan, contributing to meaningful and respectful partnerships that promote positive outcomes for Aboriginal Carers.

What We're Looking For

You must:

- Be **Aboriginal and/or Torres Strait Islander** and identify as such
- Be connected to your culture and community
- Be a good listener and communicator
- Have experience supporting people or working in community services
- Use computers and phones confidently
- Have a driver's licence and be willing to travel sometimes

It helps if you:

- Know about trauma-informed or strength-based ways of working
- Have experience in health, mental health, education, or social work
- Have done courses such as Mental Health First Aid or Child Safety training

Our Commitment

Carers SA is committed to:

- Supporting Aboriginal and Torres Strait Islander Carers in a culturally safe way
- Respecting culture, connection to Country, and community knowledge
- Keeping children, young people, and vulnerable adults safe

Key Relationships/Interactions

The Aboriginal Carer Coach and Connector has strong working relationships with the Team Leader Coaching and Carer Connection, Program Manager Carer Services, Aboriginal Community Team, Carer Support Planning teams, Executive Manager Partnership & Operations, Team Leaders, Carer Services Teams, and the Service Coordination team.



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This position also requires positive working relationships with unpaid Carers, service providers, other government service systems and Aboriginal organisations.

Statement of Commitment

Carers SA believes that all vulnerable adults, children and young people, have the right to be safe, feel safe, and recognises that safety is everyone’s responsibility. We have zero tolerance of harm or risk of harm to children and young people and are committed to the National Principles for Child Safe Organisations.

Carers SA is committed to the cultural safety of Aboriginal and Torres Strait Islander peoples; the cultural safety of people from culturally and/or linguistically diverse (CALD) backgrounds; and to providing a safe, accessible, and inclusive environment for vulnerable adults, children and young people, including people with disability.

Key Responsibilities

Coaching & Goal Setting

Carers SA understands that for many Aboriginal Carers, the best support happens through strong relationships, trust, and flexibility — not just set one-hour sessions. Support will be guided by each Carer’s needs, culture, and goals.

- Meet with Carers in ways that suit them — face-to-face, by phone, or in community — and develop simple, clear coaching plans together
- Work in a way that builds on each Carer’s strengths, supporting self-determination, independence, and empowerment
- Provide support when needed — this may include coaching, advocacy, practical help, and regular check-ins
- Use empathy, emotional intelligence, and cultural understanding when working with Carers.
- Help Carers identify their strengths, needs, and goals, and create goal plans that reflect what matters most to them
- Encourage and empower Carers to take steps toward their goals and make confident decisions
- Listen deeply and hold space for Carers to share their stories and experiences
- Keep clear, respectful case notes that record actions, outcomes, and Carer feedback
- Support Carers one-on-one and in group settings to achieve their goals
- Join in reflective and community of practice sessions to share learning and strengthen support for Aboriginal Carers

Collaboration

- Work closely with the relevant Team Leader and other team members to support local and statewide Carers SA programs
- Stay connected with peers as part of a virtual team
- Work together to solve problems as they come up in a respectful and supportive way.

Knowledge

- Keep up to date with the needs, challenges, and strengths of Aboriginal Carers and families in your local area



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- Know what supports are available in community — both formal and informal — to help connect Carers with the right services
- Use a strength-based approach to offer emotional and practical support that respects each Carer's story

Carer Assessments

- Use a yarning-style, person-centred approach to get to know Carers, understand their needs, and complete assessments
- Make sure information is kept confidential and accurate
- Use the Carer Star™ tool to help identify needs, track progress, and plan next steps
- Prioritise support based on what the Carer needs most and what will help them the soonest
- Keep relationships strong by maintaining continuity and trust with Carers you already support

Culturally Safe Peer Group Facilitation

- Deliver culturally safe, inclusive, and trauma-aware group sessions — both online and in person — to create connection, hope, and shared learning
- Adapt group activities to meet the needs of each group and community
- Support ongoing peer connections by helping groups continue meeting or stay in touch after sessions
- Promote the benefits of peer support and help more Aboriginal Carers get involved

Carer Support, Advocacy & Community Awareness

- Help Carers access supports such as respite, information, referrals, counselling, or group programs
- Provide informal advocacy when needed to ensure Carers' voices are heard
- Follow up with Carers in a timely and caring way
- Promote Carers SA and its services through Aboriginal community events, expos, and gatherings
- Build strong relationships with local Aboriginal organisations, Elders, and stakeholders to reach more Aboriginal Carers
- Identify and report any service gaps affecting Aboriginal Carers

Performance and Accountability

- Meet key performance indicators (KPIs) linked to service delivery, Carer outcomes, and organisational priorities
- Reflect on progress and outcomes through supervision and regular reviews
- Work with your Team Leader to identify areas for growth and celebrate achievements

Teamwork

- Share ideas to improve how Carers SA engages with First Nations Carers and communities
- Take part in the Reconciliation Action Plan Working Group and contribute to its goals

Time Management

- Use your time effectively to meet role goals and support Carers when and how they need it

Children & Young People

- Support Carers SA's role as a child safe organisation, completing relevant screenings and showing commitment to safety and wellbeing for children, young people, and vulnerable adults



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Work Health & Safety

- Take care of your own safety and the safety of others.
- Follow Carers SA's WHS practices and promote safe, healthy ways of working

Policy & Procedure

- Work in line with Carers SA values, Code of Conduct, and organisational policies and procedures

Performance & Development

- Take part in annual performance and development reviews and use feedback to grow in your role

Additional Position Requirements

Pursuant to Section 65 of the Equal Opportunity Act 1984 (SA), Aboriginality is a genuine occupational qualification for this position and only Aboriginal and/or Torres Strait Islander people are eligible to apply.

- Must be of Aboriginal and/or Torres Strait Islander descent and identify as such
- A commitment to cultural competency and the delivery of inclusive services is essential
- Some intra state and local travel may be required to attend staff training, sector updates and to promote Carers SA at key events
- A current driver's licence is essential; proof of licence must be provided

Duties for this position should not be considered definitive and are only descriptive of the type of duties to be undertaken by you during your employment. Carers SA may require you to carry out any duties which are within your skills and competence. Duties are subject to change through consultation and are reviewed annually alongside staff performance.

Some local travel may be required to attend staff training, sector updates and to promote Carers SA at key events, such as but not limited to Carers Week events, expos etc.

Position Criteria – Competencies and Relevant Experience

What We're Looking For

We're looking for someone who:

- Communicates clearly and respectfully, both when speaking and writing
- Can build strong, trusting relationships with Aboriginal and Torres Strait Islander Carers, families, and communities
- Understands what culturally safe and respectful support looks like for Aboriginal people
- Has experience working in ways that are community-led and strengths-based, helping others feel heard and empowered
- Brings a caring and positive attitude when supporting Carers through their journey
- Knows how to stay calm and supportive when people are doing it tough
- Works well as part of a team and helps make the workplace supportive and inclusive
- Is organised, reliable, and able to balance different tasks and priorities
- Feels confident using computers and systems to keep track of information

It's great (but not essential) if you also have:

- Experience working in Aboriginal or Torres Strait Islander communities



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- Knowledge of local services and supports for Carers and families
- Experience in coaching, mentoring, or advocacy
- Understanding of trauma-informed ways of working

Education / Certifications

- A tertiary qualification in the Social Sciences, Community Services or equivalent within one of the below fields or similar:
 - o Coaching
 - o Social Work
 - o Psychology
 - o Health
 - o Education
 - o Mental Health (Cert IV minimum)
 - o Or Allied Mental Health
- Current DHS Working with Children check
- National Police Check
- Mental Health First Aid Certification (*desirable*)
- Trauma Informed Care (*desirable*)
- Current mandatory child protection training will be required

